Manager PIE Report



**Manager PIE Report**

Student Services: VP Analysis & Summary

undefined

# 2022 - 2023

**Contact Person**

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VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Support Services: SS-1 Services: Develop, maintain and improve student support services that are
integrated and coordinated to promote student engagement, retention and success.

**VP Goal Status**

Active

Updates on Goals

**Date of Analysis**

10/15/2022

**Results/Analysis of Progress**

Access and Wellness made progress towards this goal in several ways.
• ACCESS collaborated with Student Health Services (SHS) to provide students with information about both SHS and ACCESS. Often students who are using SHS or are diagnosed with a physical or mental health condition are eligible for ACCESS services.
• ACCESS partnered with Athletics to inform student athletes who sustain a concussion that they may be eligible for ACCESS services.
• ACCESS provided both Flex Day and POD trainings for faculty in working with students with disabilities.
• ACCESS partnered with Facilities for both way finding and Universal Design projects.
• ACCESS emailed and posted the updated Academic Accommodations Guidance for faculty, both for in-person classes and online classes.
• ACCESS collaborated with AIME and the Writing Center to provide more scaffolding, support, and tutoring options for students with disabilities in their English courses.
• SHS collaborated with several equity programs, including ARISE, MMI, Rising Scholars, and UMOJA, to provide mental health workshops, “vibe checks,” and mental health sessions.
• SHS created a SHS newsletter to provide the campus community with COVID related information.
• SHS and the Behavior Wellness Team (BWT) collaborated with Police and Campus Safety to clarify and coordinate campus crisis response plans.
• The purpose of the BWT is to increase communication among various stakeholders (Counseling, ACCESS, Basic Needs, Student Conduct, Noncredit, Police and Campus Safety) to provide resources and referrals to students referred to the BWT and to share information needed for campus safety.
• The BWT initiated a Threat Assessment Team, that includes BWT coordinator, Access and Wellness dean, SHS director, and Police and Campus Safety, to help prevent tragedy by supporting individuals who show signs of harming themselves, others, or both. The team's primary purpose is to develop and implement a safe and supportive action plan and to implement threat assessment tools, as needed.

Admissions:
Increasing International enrollment remains a difficult challenge for the entire country and Mt. SAC is not any different. We remain hopeful that the Visa issues related to the pandemic will lessen and we will be able to enjoy an increase in international enrollment. The unit has worked hard to increase our partnerships with international recruiters and has initiated several promising initiatives that can bring enrollment numbers back up.

Counseling:
ACES, Aspire, Bridge, Career & Transfer Services, Counseling, High School Outreach and Upward Bound are aligning their services to respond to the multiple initiatives forming the CCC such as, Student Equity, Guided Pathways, Promise+Plus, and AB705.

Counselors and advisers completed 29,413 abbreviated and comprehensive educational plans in the 2018-2019 academic year. Also, under Guided Pathways over 300 Certificate, Associates, and Transfer MAP's were developed as templates to facilitate students entering the major/career pathway.

EOPS/CARE and CalWORKs:
EOPS/CARE and CalWORKs were challenged with developing unique recruitment strategies during 2021-22 as the College transitioned to opening in-person classes and services on a wide scale. Many students however, preferred accessing college virtually, so EOPS/CARE staff had to balance both in-person and remote services as they reached out to and admitted new students. Yet, due to the engagement by staff, EOPS/CARE sustained less of a decline of students than most programs in the state. CalWORKs students accessed instruction and services primarily online, so reaching out to admit new students was a challenge. Basic Needs Resources expanded its services by offering housing resources, case management, and food pantry access at the campus store.

Equity Center:
The 21-22 AY brought staffing growth to the Equity Center programs. The Arise program was able to recruit and hire an Educational Advisor, which had previously been vacated due to a resignation. The DREAM program was awarded a new position of Educational Advisor, we were able to recruit and hire this position. The REACH program was awarded two position, an administrative assistant and a Project/Program Specialist (Life Skills specialist); the administrative assistant was hired through our internal lateral process and while we did recruit and go through the interview process for our program specialist, we had a failed search. We are in the process of opening the recruitment again for the REACH specialist position.

Based on growth of the entire Equity Center, including student numbers, events, workshops, and responsibility, the directors along with the Associate Dean, submitted paperwork to reclass our four program specialist to program coordinators. We have submitted the required documentation and are awaiting the results as it goes through formal process.

Financial Aid, Scholarships and Veterans:
We have seen an increase of Financial Aid and Scholarship applications per number of students enrolled during the 2021-2022 academic year. Veterans benefits applications have remained on par to prior years. Research has determined that increase of Applications will drastically increase the number of CCPG Fee waivers we award and also increase the number Pell grants disbursed in an academic year. Targeted efforts aimed at students that are enrolled, have fees outstanding and have not applied for financial aid tend to yield higher applications.

High School Outreach, Inreach and Promise Plus:
40% increase in Connect 4 new students starting in Fall 2022; 17% increase in Promise+Plus students starting in Fall 2022
09/16/2022 Based on the success of meeting this goal, HSO, Promise+Plus, and Inreach Services, will continue to offer virtual services, with an increase of in-person services, workshops, and events that offer information on the enrollment process and include application labs. The increase may be attributed to lowered regulations tied to the pandemic such as the removal of the mask mandate and mandatory vaccination. Inreach Services will continue to call Mt. SAC first-time college student applicants to provide enrollment steps support and all three areas will continue to offer registration assistance workshops both virtually and in-person.

**Reporting Year**

2021-22

**Update Status**

75

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Student Learning: SS-2 Student Learning: Provide the most relevant curriculum for
workshops, orientations, information sessions and courses to improve student learning and success.

**VP Goal Status**

Active

Updates on Goals

**Date of Analysis**

10/15/2022

**Results/Analysis of Progress**

Access:
Access and Wellness made progress towards this goal in several ways.
• ACCESS collaborated with Student Health Services (SHS) to provide students with information about both SHS and ACCESS. Often students who are using SHS or are diagnosed with a physical or mental health condition are eligible for ACCESS services.
• ACCESS partnered with Athletics to inform student athletes who sustain a concussion that they may be eligible for ACCESS services.
• ACCESS provided both Flex Day and POD trainings for faculty in working with students with disabilities.
• ACCESS partnered with Facilities for both way finding and Universal Design projects.
• ACCESS emailed and posted the updated Academic Accommodations Guidance for faculty, both for in-person classes and online classes.
• ACCESS collaborated with AIME and the Writing Center to provide more scaffolding, support, and tutoring options for students with disabilities in their English courses.
• SHS collaborated with several equity programs, including ARISE, MMI, Rising Scholars, and UMOJA, to provide mental health workshops, “vibe checks,” and mental health sessions.
• SHS created a SHS newsletter to provide the campus community with COVID related information.
• SHS and the Behavior Wellness Team (BWT) collaborated with Police and Campus Safety to clarify and coordinate campus crisis response plans.
• The purpose of the BWT is to increase communication among various stakeholders (Counseling, ACCESS, Basic Needs, Student Conduct, Noncredit, Police and Campus Safety) to provide resources and referrals to students referred to the BWT and to share information needed for campus safety.
• The BWT initiated a Threat Assessment Team, that includes BWT coordinator, Access and Wellness dean, SHS director, and Police and Campus Safety, to help prevent tragedy by supporting individuals who show signs of harming themselves, others, or both. The team's primary purpose is to develop and implement a safe and supportive action plan and to implement threat assessment tools, as needed.

The Equity Center as a whole really showcased it's campus-wide efforts and inter-center collaboration during the 2122 AY. As shown in the attached document, every month during the major terms the EC staff came together to host joint/collaborative events not only for our students within the EC, but our campus as a whole. Partnerships with SCE, Pride Center, Rising Scholars and our Equity Speakers Series showcased the reach of the Equity Center across campus.

Financial Aid, Scholarships and Veterans:
Increased marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House.
FA on the Go - collaboration with multiple programs and departments on campus; FA Specialist/Manager for Outreach will be stationed to help answer FA/scholarship questions.
Veterans on the Go - collaboration with multiple programs and departments on campus; Veterans Coordinator will be stationed to help answer Veterans questions; connect with Dependents of Veterans.

We continued to inform and educate students and the Mt. SAC community on all federal and state aid programs through our communication channels and information dissemination via campus/community. The platforms being used are emails, campus announcements, "Trending Now" Financial Aid website, Instagram account, publications, campus postings, and inreach/outreach events. With the campus closure due to COVID-19 pandemic, we had to improvise our efforts and implemented FinAid Q&A sessions and one-on-one sessions via Zoom to meet the specific need of prospective and continuing students.

**Reporting Year**

2021-22

**Update Status**

75

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Research: SS-3 Research: To improve student success and equity, develop and/or enhance data collection, tracking, planning and reporting data to enhance outcomes, measurement, and informed decision-making processes.

**VP Goal Status**

Active

Updates on Goals

**Date of Analysis**

10/15/2022

**Results/Analysis of Progress**

Admissions:
The AQ is generally favorably looked upon by both students and faculty members alike. Moreover, the total throughput (i.e., more students completing transfer level English and mathematics) is having the desired effect. Although, racial inequities still exist and may be widening.

Counseling and Special Programs:
Research continues to be a challenge in the Counseling and Special Programs to plan and develop, services, resources, and interventions to address the academic and equity service gaps in students.

EOPS, CARE, CalWorks, Basic Needs, and Student Life:
Attempts to collect data from RIE or IT have been made by departments to assess various types of outcomes to determine program effectiveness and improvement needs. While we have made some progress with project specific requests, our goal is to develop a comprehensive and consistent method of gathering institutional outcomes data across the Student Services Division.

Financial Aid:
We have seen an increase of Financial Aid and Scholarship applications per number of students enrolled during the 2021-2022 academic year. Veterans benefits applications have remained on par to prior years. Research has determined that increase of Applications will drastically increase the number of CCPG Fee waivers we award and also increase the number Pell grants disbursed in an academic year. Targeted efforts aimed at students that are enrolled, have fees outstanding and have not applied for financial aid tend to yield higher applications.

**Reporting Year**

2021-22

**Update Status**

75

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Technology: SS-4 Technology: Use of technology more effectively to streamline processes, including monitoring and reporting, and maximize efficiency of administrative and programmatic functions.

**VP Goal Status**

Active

Updates on Goals

**Date of Analysis**

10/15/2022

**Results/Analysis of Progress**

Counseling:
NSO/MAP Workshops - Updated the online student orientation and established the MAP Workshops to address Guided Pathways.

EOPS. CalWorks, Basic Needs and Student Life:
As the College transitioned back to in-person instruction and services, reporting units in this division ensured that technology utilized during 100% remote services were available for ongoing online access by students. The implementation of improved technology hardware and software have been essential to providing hybrid services.

**Reporting Year**

2021-22

**Update Status**

75

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Training: SS-5 Training: Utilize and promote available training and create additional opportunities for all employees to develop new knowledge and improve existing skill sets.

**VP Goal Status**

Active

Updates on Goals

**Date of Analysis**

10/15/2022

**Results/Analysis of Progress**

Access:
Access and Wellness made progress towards this goal in several ways.
• BWT delivered successful BWT presentations to various Mt. SAC departments.
• SHS launched a weekly, 3-days per week, nursing support and outreach booth (“The Nurse Is In”).
• SHS launched a weekly, 3-day per week, mental health support and outreach booth ("The Therapist Is In").
• SHS provided a comprehensive COVID-19 Campus Education Program, including multiple COVID-19 newsletters and Live and Virtual COVID Q & A Workshops.
• SHS provided a Mental Health Topics Speaker Series on several topics, including disordered eating and addiction, that were facilitated by community experts.
• ACCESS provided several campus events aimed at increasing awareness of ACCESS services and promoting acceptance of students with disabilities. Events included: (1) Meet and Greet in Fall and Spring semesters; (2) Disability Awareness Month activities, October 2021; and, (3) ACCESS Information Tables.
• ACCESS faculty provided both Flex Day and POD trainings on working with students with disabilities. The Spring 2022 Faculty Flex Day presentation "Academic Support for Students with Disabilities" had 37 faculty attendees.

Admissions:
Although participation in professional development was limited this cycle (both due to lack of conferences and lack of internal interest), we anticipate increased involvement in the upcoming year.

EOPS, CalWorks, Basic Needs and Student Life:
Managers and staff of reporting units continued to participate in campus committees, including divisional projects and events to support students. Participation also included EOPS and CalWORKs statewide conferences and trainings, regional coordination committees, management retreat, Title IX training, strengthening student success conference, basic needs conferences, student government and leadership conferences, and shared governance committees. Managers and staff were expected to participate in DEISA trainings as a part of their professional development goal. Faculty also participated in FLEX, student equity and guided pathways work groups, MMI, PAC, and SMaRT.

Financial Aid:
Ensure funding level for staff to attend training and conference as well as for ability to conduct in house training for the purpose of professional development and maintenance.
Ongoing training and professional development is crucial to well-informed and confident staff. It is effective to continue having open dialogues and information sharing across staff in all 3 areas.

**Reporting Year**

2021-22

**Update Status**

100

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Policies: SS-6 Policies: Review, update and/or create college board policies
administrative procedures, and departmental protocols to ensure currency, equity, and compliance with
state and federal mandates.

**VP Goal Status**

Active

Updates on Goals

**Date of Analysis**

10/15/2022

**Results/Analysis of Progress**

Financial Aid:
raud mitigation training for all staff. Need assistance with funding and recommendation of subject matter expert.
We have incorporated "conflicting of interest" in our annual staff training as required by the Department of Education. On ongoing effort is needed to review and update policies and procedures to ensure we are in compliance in preventing any potential internal/external fraud. Clear and comprehensive policies and procedures coupled with extensive training will help us meet this goal.

**Reporting Year**

2021-22

**Update Status**

50

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Campus Collaboration: SS-7 Campus Collaboration: Establish intentional collaboration with internal and external partners and educate the campus community regarding key student issues and
concerns, procedures, policies and regulations.

**VP Goal Status**

Active

Updates on Goals

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10/15/2022

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Counseling:
Collaboration continues to expand in all areas, ensuring we are expanding relationships with 4-year universities, K-12 schools, state/federal agencies, employers, and financial literacy partners. We need to develop more advisories among our partners and expand our range to political figures to garner support, grants, and partnerships.

EOPS, CARE, CalWorks, Basic Needs and Student Life:
Each unit continued to have effective relationships with fiscal and other campus partners, including Police & Campus Safety, Sodexo, Facilities, IT, Event Services, and Student Services departments to effectively support the students they served.

The Equity Center as a whole really showcased it's campus-wide efforts and inter-center collaboration during the 2122 AY. As shown in the attached document, every month during the major terms the EC staff came together to host joint/collaborative events not only for our students within the EC, but our campus as a whole. Partnerships with SCE, Pride Center, Rising Scholars and our Equity Speakers Series showcased the reach of the Equity Center across campus.

Financial Aid, Scholarships, and Veterans:
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**Reporting Year**

2021-22

**Update Status**

75

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Facilities/Space: SS-8 Facilities/Space: Develop space to account for program/department growth, technological trends, and future needs for students and staff.

**VP Goal Status**

Active

Updates on Goals

**Date of Analysis**

10/15/2022

**Results/Analysis of Progress**

Access:
ACCESS testing moved to a new location in the previous Assessment Center space. This has improved access, effectiveness, and efficiency of accommodated testing services.

ACCESS has outgrown their current space. The only reason there is enough office space for all ACCESS counselors and specialists is that some ACCESS counselors are working remotely a few days a week. This has opened up office space, but also has caused scheduling challenges to make sure that offices are effectively used each day.
In addition, ACCESS would like a space where all ACCESS services and programs (ACCESS, DHH, ATC) can reside in one location. Finally, ACCESS lost the large dedicated ACCESS classroom space. The current ACCESS classroom (9E-1060) is too small to provide mobility access and to accommodate a variety of instructional modalities.

DHH continues to require a permanent space. In addition, DHH has outgrown their current space as DHH has hired additional staff, both full-time and interpreters. In addition, DHH would like a large dedicated classroom space for DHH cohort classes. DHH would like to set up technology that would enable live streaming of classes and interpreters so that DHH cohort classes cam be offered as hybrid classes.

Counseling:
The Counseling Department continues to be challenged with facilities due to the fact they we do not have a centralized location to provide optimal services to students.

EOPS, CARES, Basic Needs, Student Life: During the up comping academic year, the housing resource component and student case management component as parts of the expansion of Basic Needs Resources will be implemented. With new ongoing and one-time funds from the state, staffing and space needs will also be developed. Expected to move into new Student Center in spring 2023.

Equity Center:
While all of our three programs have some sort of counseling support, not all have the same amount of counseling funds to provide enough hours to students. The Equity Center has been fortunate to have funds to hire one Equity Center all counselor who provides 8-12 counseling hours per semester, based on their teaching schedule. The Equity Center counselor established "night counseling" during the pandemic and continued it this past AY, with tremendous success! The fill and show rate have been 80% for both, the night schedule is twice a month from 7:00 pm - 10:00 pm. With the pending faculty COLA increase, ongoing EC counseling is in jeopardy as our counseling budget will be drastically impacted which will in turn required us to reduce the number of hours available to our counselor.

The DREAM program continues to have one FT counselor and two adjunct counselors. DREAM also has a FT educational Advisor which support our advising needs of the students.

The ARISE program does not have a FT counselor, but does have the support of two FT General counselors offering a few hours in the center, in addition they have one 10+ hour adjunct counselor. ARISE also has a FT educational Advisor which support our advising needs of the students.

The REACH program also does not have a FT counselor but does have two adjunct counselors who provide 12 hours of counseling per week, in addition they have one FT general counselor who provides a few hours in the center. Additional funding is needed to increase the hours of our adjunct counselors.

**Reporting Year**

2021-22

**Update Status**

50

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Fiscal Resources: SS-9 Fiscal Resources: Expand and secure funding for services and staffing to meet the needs of a diverse student population.

**VP Goal Status**

Active

Updates on Goals

**Date of Analysis**

10/15/2022

**Results/Analysis of Progress**

ACCESS and Wellness:
Access and Wellness made progress on this goal in several ways.
• DHH Hiring: DHH hired 2 new DHH Coordinators to coordinate access service providers for Deaf students. In addition, DHH hired a Noncredit Professor to teach DHH ACCESS classes and to provide academic support for Deaf students. Finally, a new director was hired to lead the DHH team.
• BWT hired a part-time Licensed Clinical Social Worker (LCSW) at 15 hours per week with the Mental Health allocation to assist with growing BWT program.
• SHS hired several part-time mental health clinicians, for a total of 182 clinician hours per week, the highest ever offered by SHS.
• SHS was approved to hire three new full-time classified mental health clinicians, funded by the Chancellor’s Office mental health allocation. At this point in time, two have been hired and SHS is in recruitment for the third.

ACCESS continues to need the following positions:
1. Student Services Program Specialist II to support ACCESS testing and MIS
2. DHH Administrative Specialist III
3. Re-class 80% Tram Driver to 100%
4. Pay level increase for interpreters and captioners
5. Additional Lead Interpreter (80%)

BWT continues to need the following position:
1. FT classified social worker

EOPS, Cal Works, BAsic Needs, and Student Life:
Each unit continued to have effective relationships with fiscal and other campus partners, including Police & Campus Safety, Sodexo, Facilities, IT, Event Services, and Student Services departments to effectively support the students they served.

Equity Center:
The 21-22 AY brought staffing growth to the Equity Center programs. The Arise program was able to recruit and hire an Educational Advisor, which had previously been vacated due to a resignation. The DREAM program was awarded a new position of Educational Advisor, we were able to recruit and hire this position. The REACH program was awarded two position, an administrative assistant and a Project/Program Specialist (Life Skills specialist); the administrative assistant was hired through our internal lateral process and while we did recruit and go through the interview process for our program specialist, we had a failed search. We are in the process of opening the recruitment again for the REACH specialist position.

Based on growth of the entire Equity Center, including student numbers, events, workshops, and responsibility, the directors along with the Associate Dean, submitted paperwork to reclass our four program specialist to program coordinators. We have submitted the required documentation and are awaiting the results as it goes through formal process.

**Reporting Year**

2021-22

**Update Status**

75

VP Goal

**Goal Name**

Ongoing/Multi-Year Goal

**VP Goal**

Communication: SS-10 Communication: Develop and improve communication to increase students' college knowledge of, access to, and engagement with available campus resources and services.

**VP Goal Status**

Active

Updates on Goals

**Date of Analysis**

10/15/2022

**Results/Analysis of Progress**

• ACCESS enrollment increased by 118 students for the 2021-22 academic year (MIS student data). ACCESS attributes this increase in student enrollment to ACCESS in-reach and outreach efforts, for example, ACCESS Information Tables, ACCESS Meet and Greet events, ACCESS partnership with Student Health Services, ACCESS partnership with High School Outreach, and creation and distribution of High School Transition Guide.
• Students are now able to download their Academic Accommodation Plan (AAP) from their My ACCESS student portal and email directly to their professors. Students can also print their AAP to provide to their professors in person. This has resulted in streamlined services, increased agency for ACCESS students, and increased effectiveness and efficiency for the ACCESS office.
• ACCESS expanded remote support for students in several areas, including DHH academic support, Assistive Technology Center (ATC) canvas course, Writing and Math online support, and online counseling. Students are now able to access education materials and instruction remotely through ACCESS Canvas classes in each of these areas. ACCESS counseling and instructional support is available to students in a variety of remote formats, in addition to in-person support.
• Students can now schedule counseling, instructional support, and speech appointments in a variety of formats (in-person, zoom, phone) directly from their MY ACCESS student portal.
• ACCESS updated the Accommodation Guidance document to provide accommodation guidance to professors for both in-person and online classes.
• Technology updates have improved student access to instructional programs. These include new note taking software (GLEAN), online ATC access through the ATC Canvas course, and DHH videos and captioning.
• ACCESS collaborated with AIME and the Writing Center to provide more scaffolding, support, and tutoring options for English and writing. ACCESS Instructional Specialists (English and Math) hired Expert Tutors for the classroom, which has improved students’ self-advocacy skills, independence, and grit. A total of 1,107 hours of academic support were provided during the Spring 2022 and 287 hours during the Summer of 2022. Based on the April 28th, 2020 Mt. SAC cabinet notes, the average pass rate for English 1A/80 is 54%. For ACCESS courses linked with English courses (Eng. 1A/80, Access 34), Spring 2021, the average pass rate was 56%; Fall 2020, 67%. With support, ACCESS linked courses have an above average pass rate.
• ACCESS provided several campus events aimed at increasing awareness of ACCESS services and promoting acceptance of students with disabilities. Events included: (1) Meet and Greet in Fall and Spring semesters; (2) Disability Awareness Month activities, October 2021; and, (3) ACCESS Information Tables.
• ACCESS hosted their first Graduation Celebration, Spring 2022, for ACCESS students who earned a degree or certificate.
• ACCESS faculty provided both Flex Day and POD trainings on working with students with disabilities. The Spring 2022 Faculty Flex Day presentation "Academic Support for Students with Disabilities" had 37 faculty attendees.
• ACCESS accommodated testing services moved to a new location - the former Assessment Center in Building 9B. This provides ACCESS with a dedicated testing space and allows students easy access to accommodated testing services. The new space allows for both group and individual testing.
• DHH hired two new Coordinators this year, which has improved efficiency and effectiveness in scheduling access service providers (interpreters and captioners) for Deaf and hard of hearing students.
• ACCESS purchased two new trams to provide campus access for students with mobility challenges. In addition, ACCESS purchased new accessible furniture to provide students with accessible options in their classrooms.

EOPS/CARE and CalWORKs were challenged with developing unique recruitment strategies during 2021-22 as the College transitioned to opening in-person classes and services on a wide scale. Many students however, preferred accessing college virtually, so EOPS/CARE staff had to balance both in-person and remote services as they reached out to and admitted new students. Yet, due to the engagement by staff, EOPS/CARE sustained less of a decline of students than most programs in the state. CalWORKs students accessed instruction and services primarily online, so reaching out to admit new students was a challenge. Basic Needs Resources expanded its services by offering housing resources, case management, and food pantry access at the campus store.
Basic Needs Resources also entered into a contract with Jovenes Inc. to provide direct housing resources for unhoused students at the College. This is a multi-year contract and other housing options will be explored in 2022-23 to expand housing options for students in need. Housing referrals through Sycamores also continues to be utilized.

Financial Aid, Scholarships, and Veterans:
Increased marketing campaign/social media so students are able to see the activities that Department is engaged with such as Scholarship workshop, FA Success Lab, Cash for College, Veterans Open House.
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**Reporting Year**

2021-22

**Update Status**

50